U.S. DEPARTMENT OF COMMERCE

Bureau of the Census
Seattle Regional Census Center
Bothell, WA 98011

RECRUITING BULLETIN:

> **Assistant Manager for Technology**

HOW TO APPLY

STEP ONE- Testing:

- ❖ Contact the Recruiting Dept. at the Anchorage LCO-Local Census Office, (907) 249-2920, to schedule an appointment to take the Census Supervisor Test (D-270). If you have already taken and passed the Supervisor Test (within the last two years), you do not need to take the test again.

- ❖ **Applicants MUST bring the following documentation to the testing session:**
    - o <u>Two</u> forms of <u>current</u> acceptable identification (one must be a government issued picture ID). A list of acceptable identification has been provided below.
    - o List of <u>three</u> references (personal or professional)- name, phone number and address.
    - o DD-214, Certificate or Release or Discharge from Active Duty *(if applicable);* the document must include the type of discharge (e.g. Honorable, General).
    - o SF-15, Application for 10-Point Veteran Preference *(if applicable)* and supporting documentation.
- ❖ **Applicants will complete the following forms at the testing session:**
    - o BC-170D, Census Employment Inquiry
    - o I-9, Employment Eligibility Verification
    - o D-237, Certificate of VSIP or "Buyout" *(if applicable)*
    - o D-270, Census Supervisor Test

STEP TWO- Application:

- ❖ **Submit required application materials by mail:**
    - o *OF-612, Optional Application for Federal Employment* (PDF version is available on our Regional website, or at OPM.gov), *or* a **Resume** (any format). The following <u>must</u> be included on the OF-612 or Resume:
        - ▪ Recruiting Bulletin number **(e.g. AF-09-2010-AMT-01ANC)** & title of position.
        - ▪ Your full name (first, middle & last), mailing address (including zip), day and evening phone numbers (with area code), and e-mail address.

- List of your work duties and accomplishments relating to the job for which you are applying; paid and non-paid related work experience. For each work experience include: job title, series/grade (if Federal employment), duties and accomplishments, employer's name and address, supervisor's name and address, starting and ending dates (month/year), hours per week (full-time or part-time), salary, and indicate if we may contact your current supervisor/employer.

  o *Evaluation Criteria Statement-* A guide to help you complete the Evaluation Criteria Statement has been provided below.

  o **OF-306, Declaration for Federal Employment**- A PDF version is available on our Regional website, at OPM.gov, or at the testing sites.

  o *Employment References Worksheet-* See attached worksheet. This worksheet is in addition to the one completed at the testing session.

  o *Copy of Veterans' Preference documents-* Although these documents are collected at the testing session (maintained by the LCO), applicants are encouraged to submit an additional copy with the application package to ensure proper Veterans' Preference credit is given.

❖ Disabled veterans or any other applicants eligible for non-competitive appointments, should specify their special eligibility on the application. Individuals with a disability may request reasonable accommodations by contacting the LCO Recruiting Dept. (listed above).

❖ Failure to provide the required application materials and information may result in the loss of consideration.

❖ If you have questions regarding the *Application* process, please call Lori Brockmeyer at (425) 908-3053**.**

STEP THREE- Application Submission:

❖ **Application materials must be submitted, by mail, to the address below:**

U.S. Census Bureau
Attn: Lori Brockmeyer
19820 North Creek Parkway
Suite 100
Bothell, WA 98011

❖ **Testing & Application Deadline:**
  o To receive consideration- (1) Applicants must complete the testing process by the Closing Date listed in the announcement. (2) The required application materials, as listed above, must be submitted by mail- *do not* turn in your application at the testing session, or directly to the Local Census Office. (3) Applications must be *received* by the Closing Date listed in the announcement- late applications will not receive consideration.

EXAMPLES OF ACCEPTABLE IDENTIFICATION

The following is an *example* list of acceptable identification documents. These documents will be used to: 1) establish your identity, and 2) your employment eligibility. You are required to provide **two** documents, **one document from list A and one document from list B**.

Provide **one** picture identification: Must be a Federal or State issued ID with your picture on it.
Must be a valid ID- *unexpired*. Some examples include, but are not limited to:

A
- U.S. Passport or U.S. Passport Card
- Driver's License or State ID card
- U.S. Military card or Military dependent's ID card
- Photo ID issued by federal, state, or local government agencies or entities

Second identification- Some examples include, but are not limited to:

B
- U.S. Social Security card
- Original, or certified copy of a birth certificate issued by a state, county, municipal, authority or outlying possession of the United States bearing an official seal.
- Native American tribal document
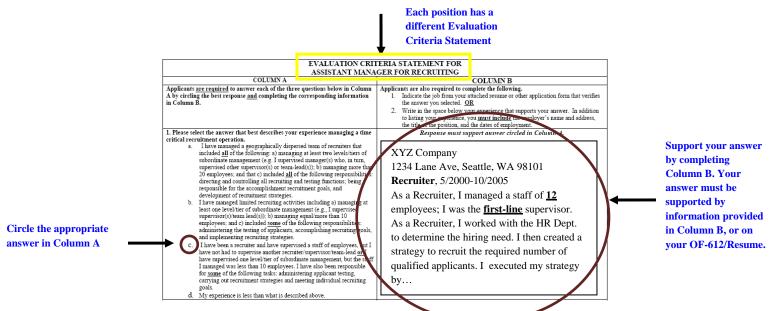- U.S. Citizen ID card (Form I-197)

EVALUATION CRITERIA STATEMENT-TIPS

- ❖ You **must** complete the Evaluation Criteria Statement.
- ❖ In "Column A", circle the answer which best fits your experience; circle an answer for **all three** questions.
- ❖ In "Column B":
  - o Write the specific name of the position (as listed on your OF-612/Resume), for all three questions, which supports your answer; *or*
  - o If your supporting experience is *not* listed on your OF-612/Resume, write the employer's name & address, title of position, dates of employment, and a **detailed** description of the experience which supports your answer.
- ❖ Your answer to all three questions **must** be supported by: your OF-612/Resume, **OR** by a complete description in Column B. Failure to support your answers with a detailed description of your experience, may result in a lower rating, or loss of consideration.
- ❖ When describing your experience on the OF-612/Resume, or in Column B- include the actual (or estimated) number of employees you supervised. Also include the level of management you worked at (i.e. General Manager, First-Line Supervisor…), the number of management levels, and a detailed answer for *each part* of the question.

Each position has a different Evaluation Criteria Statement

Circle the appropriate answer in Column A

Support your answer by completing Column B. Your answer must be supported by information provided in Column B, or on your OF-612/Resume.

Employment References Worksheet

Applicant's Name: _____

Applicant's Phone #:   _____

Please complete the form below, and include with your application package. Include only those references you approve us to contact.

Professional References (include supervisors and others who know you in the work place)				
	First and Last Name	Phone #s (Include Area Code)	Email address if known	Relationship to you
1		(W)_____ (C)_____ (H)		
2		(W)_____ (C)_____ (H)		
3		(W)_____ (C)_____ (H)		

Personal References (do not include relatives or partners)				
	First and Last Name	Phone #s (Include Area Code)	Email address if known	Relationship to you
1		(W)_____ (C)_____ (H)		
2		(W)_____ (C)_____ (H)		
3		(W)_____ (C)_____ (H)		

U.S. DEPARTMENT OF COMMERCE
Bureau of the Census
Recruiting Bulletin

ISSUE DATE:	April 7, 2009	**Recruiting Bulletin No. AF-09-2010-AMT-01ANC**
CLOSING DATE:	April 22, 2009	**Seattle Regional Census Center**
		Bothell, WA

POSITION TITLE:	**Assistant Manager for Technology (AMT)**
PAY RATE:	**$21.75 per hour**
NUMBER OF VACANCIES:	**One**
EXCEPTED SERVICE APPOINTMENT:	**Schedule A Appointment, not-to-exceed one year, with the possibility of extension until 9/30/2010.**
WORK SCHEDULE:	**This is a temporary full-time position. The incumbent of this position is covered by the mixed-tour employment program.**
DUTY LOCATION:	**Anchorage, AK**
AREA OF CONSIDERATION:	**External- All qualified U.S. Citizens currently residing in State of Alaska.**

DUTIES: Incumbent is responsible for managing automation functions in the LCO. Individually, or through designated automation staff, is the first line of contact for all hardware, software, and telecommunication problems in the LCO and between the LCO and Regional Census Center (RCC). This job includes troubleshooting duties and evaluating, analyzing, and coordinating automation operations to efficiently support LCO functions. The individual is responsible for managing LCO support functions for Mobile Computing Equipment (MCE) to be used for automated data collection. Works under the direction of the Local Census Office Manager and provides technical guidance and support to Assistant Managers at the LCO, in such areas as: training; making adjustments to expedite production, including the scheduling and coordinating of data entry operations for optimal use of workstations and print devices; managing the property control system for Office Computing Equipment (OCE), MCE and peripherals; coordinating printing activities and assuring that printers are prepared to handle large, long-running print jobs without jams, breakdowns, toner shortages, and so on; and coordinating the workflow of documents in and out of the automation area. Selects and supervises Technical Support Supervisors and Inventory Control Clerk(s) responsible for supporting various automation activities. As needed trains, or supervises others to train, LCO office employees on software, hardware and automation operations. The incumbent will be responsible for installation and configuration support operations for OCE, MCE and associated peripheral devices. The incumbent will also lead all OCE, MCE and automation support efforts and coordinate resources to support all LCO data entry and related automation activities for the operations control system, asset management systems, and payroll and personnel system. The incumbent will be responsible for administering user accounts for the various programs utilized by the LCO staff. The incumbent is responsible for the paper and automated tracking of property management to include: ensuring necessary forms are accurately filled out; property management systems are updated; and regular audits. The incumbent is also responsible for reporting and documenting lost, missing, and stolen equipment and the coordination of warranty repairs. Under the direction of the RCC Support Staff, the incumbent will conduct onsite LAN/WAN hardware diagnostics for infrastructure cabling and hardware such as Customer Switching Unit/Digital Switching Units (CSU/DSU), router, switch, NetWare servers, Personal Computers (PCS), Voice over Internet Protocol (VOIP) telecommunications systems and printers. Supervises and performs troubleshooting duties by identifying problems with hardware or software and solves the problems when possible. For unresolved problems, records pertinent details about the problems, communicates them to the RCC Support Staff and resolves the problems by following instructions from the RCC. Works closely with the RCC Support Staff to develop solutions to problems. Works with the FLD Data

Collection Automation (FDCA) Help Desk to obtain technical guidance. The incumbent will troubleshoot and maintain desktops configured with Microsoft Windows XP operating system. The incumbent will provide first-line support for various products, such as, MS Office 2007 and Microsoft Works v.9. Manages trouble-shooting of complex MCE hardware and software problems that could not be solved by field staff that use MCEs for automated data collection. Manages trouble-shooting of other automation problems related to systems, hardware, software, and telecommunications. Uses judgment in the management of trouble-shooting activities and schedules support staff for expected peak activity periods to manage the handling of incoming problems. Ensures that problem resolutions are timely and within quality guidelines.

QUALIFICATIONS: To qualify for this position, you MUST
- Pass the written Census Supervisor Test (D-270); and
- Have at least the minimum experience in each of the three areas contained in the Evaluation Criteria Attachment. Your experience for all three must be at least at the level described as "c" in the attachment. If you do not have that level of experience for any one of the questions, you are not qualified for the position. For each of the three Evaluation Criteria Statements, select the letter that best describes your experience. You must have experience in **all** aspects (each part of the question) of the work described, in order to claim credit for any given level. If you do not meet any part of the description for a level, you may not take credit for it and must chose one of the lower levels that you do meet in full.

ADDITIONAL INFORMATION

- ❖ This is a Mixed-Tour work schedule that may be changed from full-time, part-time, or intermittent to accommodate fluctuating workloads.
- ❖ Candidates selected for these positions must sign agreements outlining the conditions of employment prior to the appointment.
- ❖ Payment of relocation expenses IS NOT authorized.
- ❖ You will be required to complete a Declaration of Federal Employment (OF-306) to determine your suitability for Federal employment and to authorize a background investigation. You will also be required to sign and certify the accuracy of all the information in your application. If you make false statements in any part of your application, you may not be hired; or you may be fired after you begin work; or you may be fined or jailed.
- ❖ Public law requires all new appointees to present proof of identity and employment eligibility (e.g., U.S. citizenship).
- ❖ If selected, male applicants born after 12/31/59 must confirm their selective service registration status.
- ❖ Applicants must be 18 years of age or older to be hired.
- ❖ Retired Civilian Federal Annuitants are encouraged to apply; pay off-set waivers are approved on a case by case basis at the Regional level for LCO Manager positions.
- ❖ Veteran's Preference –Applicants who do not provide the supporting documentation for the 10-point preference, but do provide the documentation for the 5-point preference, will receive the 5-point preference only (until the documentation for the 10-point preference is received).
- ❖ Use of any Government agency envelopes to file job application is a violation of Federal laws and regulations. Applications submitted in Government envelopes will not be accepted.

EVALUATION CRITERIA STATEMENT FOR
ASSISTANT MANAGER FOR TECHNOLOGY

COLUMN A	COLUMN B
Applicants <u>are required</u> to answer each of the three questions below in Column A by circling the best response <u>and</u> completing the corresponding information in Column B.	**Applicants are also required to complete the following.** 1. Indicate the job from your attached resume or other application form that verifies the answer you selected. **<u>OR</u>** 2. Write in the space below your experience that supports your answer. In addition to listing your experience, you **<u>must include</u>** the employer's name and address, the title of the position, and the dates of employment.

1. Describe your experience managing automation functions to support field data collection activities and administrative programs. (Circle the appropriate letter.)
   a. I have experience managing an automation operation for **<u>all</u>** of the following: field data collection activities, production, **<u>and</u>** administrative programs. This includes experience with servers, desktops, laptops, mobile computing devices, **<u>and</u>** systems for tracking and managing property. Additionally, I have experience troubleshooting complex automation related problems and implementing solutions to correct any deficiencies.
   b. I have experience managing an automation operation for **<u>at least one</u>** of the following: field data collection operations, production **<u>or</u>** administrative operations. This includes experience with servers, desktops, laptops, and mobile computing devices. I have experience resolving routine automation related issues.
   c. I do not have managerial experience, but I have technical experience and/or related education providing knowledge of troubleshooting evaluating and analyzing.
   d. My experience is less than what is described above.
	Response must support answer circled in Column A.

2. Describe your experience demonstrating the ability to manage a time-critical automation support function through subordinate staff. (Circle the appropriate letter.)
 	
   a. I have experience with **both** of the following: managing at least one level/tier of subordinate management (e.g., I directly supervised either supervisor(s) or team lead(s)); **<u>and</u>** managing the implementation of solutions to correct complex problems regarding automation operation.
   b. I have experience managing a staff of automation operation technicians. I have lead teams involved in resolving automation related issues.
   c. I do not have supervisory experience, but I have technical experience and/or related education providing knowledge of automated environments and troubleshooting automation related issues.
   d. My experience is less than what is described.
	Response must support answer circled in Column A.

EVALUATION CRITERIA STATEMENT FOR **ASSISTANT MANAGER FOR TECHNOLOGY**	
COLUMN A	**COLUMN B**

3. Please select the answer that best describes your experience demonstrating your ability to effectively communicate automated related information to multiple levels of an organization. (Circle the appropriate letter.)
 	
    a. I have experience communicating automation-related issues to multiple levels of staff including managers. This includes communicating and resolving technical and non-technical automated related issues. I have experience providing training to automation and other organizational staff.
 	
    b. I have experience communicating automation-related issues to subordinate staff. I have experience providing training to subordinate staff.
 	
    c. I have experience working on a help-desk to resolve automation issues for staff. I do not necessarily have any experience training individuals or groups, but would be comfortable speaking in front of groups of employees.
 	
    d. My experience is less than what is described above.
	Response must support answer circled in Column A.